



Fact Sheet

June 26, 2012

The Benefits of USCIS ELIS

Introduction

U.S. Citizenship and Immigration Services (USCIS) is moving from a paper-based model to a secure, online environment. On May 22, we launched the foundational release of our new system, named the USCIS Electronic Immigration System (USCIS ELIS).

The Benefits

USCIS ELIS is a streamlined online account-based system that enhances customer service and the quality of our processes by enabling USCIS to access all relevant information about a customer. These improvements result in more complete, accurate and timely responses to customer requests.

The foundational launch of USCIS ELIS includes the majority of core customer account setup and case management functions supporting the intake and adjudication of immigration benefits. Applicants are currently able to electronically file select categories of the *Application to Extend or Change Nonimmigrant Status* (Form I-539). USCIS ELIS will gradually expand to include more features and functions until all application forms are available for electronic filing.

Similar to online banking, customer accounts provide a single, electronic mechanism for submitting information and managing benefit requests. USCIS ELIS includes features such as:

- A 24/7 online portal, allowing applicants a convenient and secure way to set-up and manage their account, and submit and track their applications;
- Benefit requests and supporting documents can be submitted electronically and stored securely for future access;
- Applicants and representatives can submit payment electronically; and
- More specific and timely case status information can be accessed online.

To learn more about USCIS ELIS, including upcoming webinars and engagement opportunities, visit the USCIS website at www.uscis.gov/uscis-elis. Check back soon for the latest information on USCIS ELIS.

Feedback

A key component of this effort is obtaining input from key stakeholders, including customers, our employees and other federal partners. If you have a suggestion to improve USCIS ELIS, please email your feedback to uscis-elis-feedback@uscis.dhs.gov. Please do not send specific case or account related questions. If you have a technical issue or request, please call the USCIS National Customer Service Center at 1-800-375-5283 or 1-800-767-1833 (TDD for the hearing impaired).